

***QMX* SUPPORT SERVICES INC.**

QMX is a **Remedy Alliance Partner** dedicated to product sales and the design, and implementation, of comprehensive end-to-end Remedy IT Service Management (ITSM) and Customer Service (CS) Solutions throughout North America

QMX offers **Remedy Approved Consultants**, plus trained Implementation Consultants with many years of hands-on experience deploying a wide variety of Remedy *Action Request System™* (ARS) solutions for large and small projects worldwide including:

- **Remedy Service IT Service Management products**
- **Remedy Customer Service Support products**
- **Action Request System™ Custom Applications**
- **Crisis Response System applications**
- Requirement Analysis and Design (RAD)
- Business Process Assessments
- Detailed Project Planning and Management
- Aeroprise wireless implementations
- Knowledgebase implementation and training

THE *QMX* DIFFERENCE:

- Requirements Analysis and Design Experts
- Business Process Experts
- Domain Experts with extensive help desk, call center *Best Practices expertise*
- Delivery capability across North America
- The most experienced Remedy Consultants in the business - they have been working with the Remedy products since their first releases.
- Repeatable Delivery and in-depth Project Management methodologies
- *QMX* Consultants have expertise implementing **all of the Remedy products since 1992.**

- *QMX* Consultants are domain experts with experience in designing and implementing business solutions
- *QMX* Consultants have a great deal of process and procedures expertise and knowledge of industry best practices.
- *QMX* uses **repeatable solutions**, industry **Best Practices**, and well- defined business processes and procedures.

***QMX* CRISIS MANAGEMENT**

SOLUTION

QMX has developed a unique solution for the management of a crisis based on the Remedy Crisis Response System product.

- The *QMX* solution is aimed at organizations that have developed paper based Business Continuity of Operations Plans or other types of crisis management plans.
- *QMX* transfers plans into the Remedy CRS application, and provides experienced consultants to review and modify when required to ensure the completeness and feasibility of the plans.
- *QMX* can also assist the client in simulating the execution of their plans to determine where adjustments are needed to improve the plan.
- The resulting *QMX* application is designed to be portable so that a Crisis Management Command Center can be established at any location with a connection to the Internet.
- Includes the Aeroprise wireless interface to Remedy
- Installation of other Remedy products is not required.

BUSINESS PROCESS ASSESSMENTS

QMX Senior Business Process Consultants:

- Have conducted numerous Business Process Assessments for clients.
- Many **QMX** consultants have significant BPE experience coupled with domain experience in IT and Customer Service Management.

QMX DOMAIN EXPERTS

QMX's team of IT Service Management and Customer Service Domain Experts:

- Includes Senior Consultants that have served as Enterprise Support Service Managers and Supervisors for over 15 years.
- Have managed large (50+ Agents) Help Desks at many Fortune 500 companies.
- **With their experience, they truly know the *Best Practices* and what works and doesn't work in various environments.**

QMX IMPLEMENTATION EXPERTS

The **QMX** team of Remedy Consultants:

- Have conducted **over 500** Remedy projects.
- Include **the first Remedy Approved Consultants**, mixed with application developers with extensive design and implementation experience in IT Service Management and Customer Service Management applications.

QMX DELIVERY METHODOLOGY

Includes a documented comprehensive Project Implementation Methodology with a team of very experienced Project Managers:

- To successfully deliver Remedy implementation projects on time and within budget.
- That are among the most experienced in the Industry

- That have a demonstrated track record of managing dozens of Remedy projects

***QMX* has the most experienced
AR System™ Consultants in the
business**

QMX KNOWLEDGE CONSULTANTS

QMX has a team of Senior Consultants expert in:

- The design and effect use of the major Knowledgebase systems including: Knowlix, Primus and ServiceWare.
- The Team includes instructors who have been certified to conduct Remedy Training.

QMX hosts and manages the ARSList

- It was established in **1993** as an independent forum for users of Remedy's products.
- Subscriptions are free
- Anyone may subscribe.
- Questions and comments are submitted by email and transmitted to all subscribers.
- Responses are sent to all subscribers.
- The ARSList has over **2,000 subscribers in over 40 countries**
- Subscribe to the ARSList at www.ARSLIST.org

**The core of the *QMX* team
has been associated with
Remedy since 1992**

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